

# BRYAN R. PARRY, M.D.

## & ASSOCIATES

Bryan R. Parry, M.D.  
ORTHOPAEDIC SURGEON

*Dear Patients,*

*We have established a number of guidelines and policies to insure patient care:*

### PHONE POLICY

*Generally we are available for routine phone calls Monday - Friday between the hours of 8am - 4pm, except for our lunch hour between 11:45am and 12:45pm. Most phone calls are handled by our medical assistant or medical secretary. They write down the nature of the call, place the message sheet with the patient's chart and then if a medical decision needs to be made, will speak with the medical provider. Except for urgent and emergency cases, we must attend to the phone calls when time allows, since first attention has to be given to those patients who have appointments in the office that day.*

*We find that some phone call requests can't be handled safely by a decision made without face-to-face contact, checking vitals, a lengthy discussion and careful review of the chart. If this is the case, you will be given an appointment to see the provider the same day. If shortcuts are made, your safety may be at risk. In general, treatment programs can't be changed over the phone. Although sometimes dose levels of medications can be adjusted for patients doing well or having side effects, changing new medications usually can't be done over the phone, but instead will be managed by offering you an earlier appointment if the need arises.*

### APPOINTMENTS

*In order for us to see our patients in a timely manner your appointment will be rescheduled if you are late without prior notification.*

### REFILLS

*With your safety our primary concern, we generally only allow enough medication to last from one visit to the next, especially when the medication might be habit-forming or cause problems if it is taken too often. DO NOT exceed the recommended dose on your prescription bottle. Please have your pharmacy name and phone number available*

when requesting medication. Please do not continue to call throughout the day to see if your prescription has been called in. If a refill is approved by your provider, you will receive a call from our office notifying you that the prescription has been called in. Although we will try to be flexible and accommodate your needs, safe medical practice comes first. Refills aren't given after hours (4 PM), weekends (Friday 12pm- Sunday), or holidays due to not having the ability to review your chart.

#### CALLS AFTER HOURS

In the evenings (After 4) and on weekends (Friday 12pm - Sunday), Dr. Parry does not have your chart available. Treatment choices are therefore, limited. Please make after-hour phone call only for urgent medical needs and not for medication request or other routine matters, which can be better handled during regular office hours.

We hope that you will understand why we have decided that principles of safety must be chosen over convenience in regard to your health. Please keep this information available by your phone or in a safe place for future use.

Thanks for your cooperation in helping us provide safe and effective medical care.